

1 AN ACT relating to public agency telecommunications.

2 *Be it enacted by the General Assembly of the Commonwealth of Kentucky:*

3 ➔SECTION 1. A NEW SECTION OF KRS CHAPTER 61 IS CREATED TO
4 READ AS FOLLOWS:

5 *(1) For the purposes of this section, "public agency" means every:*

6 *(a) State office, department, officer, bureau, board, commission, and authority;*

7 *(b) Legislative board, commission, committee, and officer; or*

8 *(c) County and city governing body, council, school district board, special*
9 *district board, municipal corporation, or any board department, committee,*
10 *subcommittee, ad hoc committee, council, or agency thereof.*

11 *(2) Each public agency shall establish procedures for incoming telephone calls. The*
12 *procedures shall include requiring any public agency's telephone:*

13 *(a) Line to be answered within ten (10) rings during regular business hours;*
14 *and*

15 *(b) System software to allow for a caller to speak to a live person during regular*
16 *business hours.*

17 *These requirements shall be met in every office where staff is available, unless*
18 *compliance would require overtime or compensatory time.*

19 *(3) The judicial branch of state government may establish procedures for incoming*
20 *telephone calls.*